

# Our promise to our customers.



## What you can expect from Methodist Insurance as a customer

At Methodist Insurance, we operate for the wellbeing of the Methodist Church and Methodist charitable causes, we are always prepared to go the extra mile to support our customers and have the desire to provide exceptional insurance solutions. This desire comes to life here in the form of our Customer Promise, which aims to demonstrate how we can make it count under five key headings, the standard that we set for ourselves in delivering good outcomes for the Methodist Church and charitable causes every day.

Our conduct	Our service	Our expertise	Our products	Our pricing
<p><b>We aim to have Methodist values at the heart of everything we do, to provide peace of mind for the Methodist church and community.</b></p> <p>This means that when you are working with Methodist Insurance, you will find we are open, honest, proactive and transparent at all times.</p> <p>When you make a claim, we will proactively look for cover, ensuring you are paid exactly what you are entitled to, and will work with expert partners to get you all the help you need.</p> <p>As our customer, we will always protect your financial interests, legal position and reputation, consulting you before making any decisions on liability. We take the protection of your data seriously and will always use your data ethically.</p>	<p><b>Our goal is to provide you with a professional service and to provide peace of mind for you and your community.</b></p> <p>This means always delivering on our promises and looking out for ways to exceed expectations.</p> <p>It means taking personal responsibility and having pride in providing you with excellent service, intervening personally where we see we can make it count.</p> <p>You can expect that we will investigate all complaints promptly and impartially with the aim of resolving them in a way that is fair and clear to you, and take action to avoid similar complaints arising in the future.</p>	<p><b>We set out to provide you with specialist expertise, guidance and protection.</b></p> <p>The specialist expertise and guidance we provide will always be appropriate for you and take your circumstances into account.</p> <p>We set out to be thought leaders within our areas of specialism providing a voice on issues that are important to you and proactively sharing risk management advice to help you avoid future losses.</p> <p>We ensure staff are appropriately qualified, maintaining the Chartered status, and regularly assess staff competence to ensure you are always receiving the most appropriate service and guidance.</p>	<p><b>Our products represent fair value and are clear and easy to understand.</b></p> <p>We continually review our products and services to ensure they offer fair value to the customers they are designed for.</p> <p>In all our products, services and communications we use simple, easily understood language that is appropriate to the target customer and accessible to customers who may have specific needs.</p> <p>Our unique relationship with the Methodist Church and the strong partnership we have built up with its associated organisations helps us to better understand your activities and requirements, so we can provide tailor-made policies to protect what matters to you most.</p>	<p><b>We charge a fair price that generates a fair level of profit that is channeled back into our Grant Programme.</b></p> <p>We have Methodist values at the heart of everything we do, operating for the well being of the Methodist Church and Methodist charitable causes.</p> <p>We conduct our business in a way that reflects our Christian values and by returning most of our profits back to our community. You can trust us to provide peace of mind for you and your Methodist community with our commitment to consistent and sustainable pricing</p>

### If you would like to discuss further

If you have any questions regarding any aspect of our customer promise, or would like to provide feedback please contact Methodist Insurance at [enquiries@micmail.com](mailto:enquiries@micmail.com)